

Insight Online Billing from Arrow Fleet Management - User Guide

We hope you will find your monthly statement easy to understand. Please find below an explanation of some of the functions.

Should you have any queries relating to your statement please call our Customer Services team on 0330 440 4444 or email invoicing@arrowcommunications.co.uk

FLEET MANAGEMENT

Fleet Management is a solution that is designed to make it easier for you to manage your mobile fleets or land-lines. Fleet management enables an authorised contact to make changes to a user name or cost centre associated with a given land-line or mobile number within your company.

Selecting Fleet Management

At the top of the Insight Home Page there is a blue box 'Fleet Management', when you click on this, you will get a drop down menu with the following options:



Insight - Home Page

BlackBerry Enterprise Server 10

Purchase a new BlackBerry® 10 smartphone from Arrow and trade up your existing BlackBerry Enterprise Server licences for free*. The new licence trade up will allow you to secure and manage your BlackBerry 10 smartphones. The BlackBerry Enterprise Server Licence Trade Up online tool is available now and will be subject to the terms of the Trade Up.

How to Trade Up:

1. Purchase your new BlackBerry 10 smartphone from Arrow.
2. When you have received your new smartphone, visit the [web portal](#) to enter your BlackBerry Enterprise Server licence keys and server information.
3. Once you complete the trade up transaction in the web portal you will receive your new licence.

Terms and Conditions:

This offer applies on all purchases of BlackBerry 10 smartphones from 30th January 2013 until 31st December 2013. This offer applies to Perpetual BlackBerry Enterprise Server licences only. Each licence key can only be traded up once*. After 31st December 2013, standard licence upgrade pricing and policies will apply unless you currently have an Advantage level or higher BlackBerry® Technical Support Services contract. This offer is limited and subject to the same licence terms as BlackBerry Enterprise Server and BlackBerry® Mobile Fusion software, licences and support.

Call us today on 0330 440 4444 or [email](#).

Arrow online Shop - open for business

Arrow customers can now purchase mobile devices and accessories online. You can choose whether to pay through your technology fund or monthly invoice and all orders are delivered next day.

Contact Customer Services for log in details.



All your telecoms on one contract

Did you know that Arrow offers all of these products?

- SIP Trunks
- Ethernet
- MPLS
- Business Mobiles
- Mobile Device Management
- Telephone Systems & Maintenance
- Calls & Lines
- Inbound Numbers
- Hosted Telephony

Save time and money by combining your telecom services onto one contract. Arrow can also provide online visibility of all your services plus dedicated, personal support.

Speak to your Account Manager for more information on any of our products and services.

1. Cost Centres

Click on 'Cost Centres' and you will see a list of the cost centres on your account and the number of connections (mobile or fixed line) allocated to each cost centre.

You can filter this data by putting in a filter in the box above the relevant column. The system will then try and intelligently determine the filter rule you require - for example if you type in 'Fin' it will try to find all cost centres beginning with 'Fin', e.g. 'Finance', 'Finance - Credit Control' etc. If you are not happy with the filter rule being applied then select the 'key' symbol next to the filter box, and change the filter rule.

For example, if you are looking for cost centres with 10 or more connections and you put '10' in the number of connections box, the system will assume you are looking for exactly 10 connections and not 10 or more connections - changing the rules will correct this.

Editing Cost Centre Details

To edit the details of a cost centre select 'edit' on the 'Cost Centre Management' screen.

You can then change the name or cost centre code or the contact details.

To change the email address of the user receiving the cost centre statements and access to Insight for that cost centre then simply delete the existing email address, select 'Add Email' and enter the new email address and select 'Update'.

Cost Centre Details

Cost Centre Name	Product Management & Technology
Your Reference	123456
Contact Details	
Title	Mr
First Name	Greg
Surname	Eaton
Address Details	
Address Line 1	St. George's House
Address Line 2	24 Queens Road
Address Line 3	
Town	Weybridge
County	Surrey
Post Code	KT13 9QC
Email Address	greg.eaton@arrowcommunications.co.uk
<input type="button" value="Edit"/> <input type="button" value="Delete"/>	
<input type="button" value="Add Email"/>	

Adding a Cost Centre

To add a cost centre select 'Add Cost Centre' button in the bottom left of the cost centre view. You will need to create new cost centres prior to moving connections across to them. You will then see a blank screen similar to the image above right, which you can populate with the relevant information.

Deleting a Cost Centre

To delete a cost centre simply select the 'Delete' button to the right hand side of the screen next to the relevant cost centre. You will not be able to delete a cost centre if there are connections allocated to them, these have to be re-allocated first. You will be prompted to confirm the deletion.

2. End Users

From the 'Fleet Management' menu option select 'End Users' to see a list of end users. These can be filtered in a similar way to that for cost centres (see above).

End User Management

Account Name Arrow Business Communications Ltd			
Account Number 10851			
End User ID	End User Name	Number Of Connections	
190621	Adam Pinch	1	Edit Delete
179124	Adrian Quirk	2	Edit Delete
170452	Alan Brown	2	Edit Delete
190622	Alex Inwood	1	Edit Delete

Editing an End User

To edit an End User's name or contact details, click on 'Edit'. To change the email address of the user, their billing statements and access to Insight and simply delete the existing email address, select 'Add Email', enter the new email address and select 'Update'.

To delete an End User then select the 'Delete' button and you will be prompted to confirm the deletion. You cannot delete an End User that has active connections.

Adding a new End User

If you are ordering a new mobile or landline service from Arrow, then provided that you inform us of the user at the point of placing the order we shall allocate that connection correctly against that user, and no action will be required by yourself.

However if you are re-allocating an existing phone number to a new user then we recommend that you always create a new user, rather than re-naming the existing user (as this will ensure the new user does not have access to historic billing information).

To add a new End User go to the 'End Users' screen and select this is at the bottom left of the table.

End User Details

Cost Centre	Product Management & Technology
Name	Amardeep <input type="text"/>
Your Reference	<input type="text"/>
Reminder Alert Method	Email <input type="button" value="▼"/>
Contact Details	
Title	Mr <input type="text"/>
First Name	Amardeep <input type="text"/>
Surname	<input type="text"/>
Contact Mobile No.	<input type="text"/>
Address Details	
Address Line 1	HQ <input type="text"/>
Address Line 2	<input type="text"/>
Address Line 3	<input type="text"/>
Town	<input type="text"/>
County	<input type="text"/>
Post Code	<input type="text"/>
Email Address	<input type="text"/> amardeep@arrowcommunications.co.uk <input type="button" value="Edit"/> <input type="button" value="Delete"/>
<input type="button" value="OK"/> <input type="button" value="Cancel"/>	

3. Connection Management

To find a list of active connections on your account, click on 'Connections'. You can then filter the data in a similar way to 'cost centres' as explained previously.

Connection Management

Account Name Arrow Business Communications Ltd
Account Number 10851

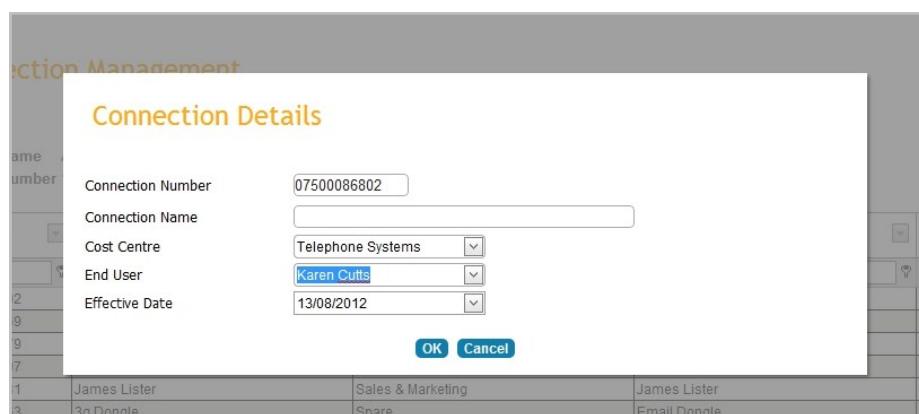
Connection Number	Connection Name	Cost Centre	End User Name	
01179321060	Directed to Budd Main Number	Office - Bristol		<input type="button" value="Edit"/>
01179321064	Dave Phillips Direct	Office - Bristol		<input type="button" value="Edit"/>
01179478855	Budd FTTC Line	Office - Bristol		<input type="button" value="Edit"/>
01179478877	Main ISDN2	Office - Bristol		<input type="button" value="Edit"/>
01179609670	Budd ADSL2+	Office - Bristol		<input type="button" value="Edit"/>
01179618560	Budd Remote Number	Office - Bristol		<input type="button" value="Edit"/>
01516446156	Karen Gee - Home Office	Office - Southport		<input type="button" value="Edit"/>
01618701939	Select Comms - Old Phone	Office - Warrington		<input type="button" value="Edit"/>
01704503200	DDI - Kate G	Office - Southport		<input type="button" value="Edit"/>
01704503201	DDI - Voicemail	Office - Southport		<input type="button" value="Edit"/>
01704503202	DDI - Brian Duddle	Office - Southport		<input type="button" value="Edit"/>
01704503203	DDI - Chrome	Office - Southport		<input type="button" value="Edit"/>
01704503204	DDI - Karen Gee	Office - Southport		<input type="button" value="Edit"/>
01704503205	DDI - Eamonn	Office - Southport		<input type="button" value="Edit"/>
01704503206	DDI - Callout	Office - Southport		<input type="button" value="Edit"/>
01704503207	DDI - Engineers	Office - Southport		<input type="button" value="Edit"/>
01704503208	DDI - Iwona	Office - Southport		<input type="button" value="Edit"/>
01704503209	DDI - Alex	Office - Southport		<input type="button" value="Edit"/>
01704503210	DDI - Conference	Office - Southport		<input type="button" value="Edit"/>
01704503211	DDI - Stores	Office - Southport		<input type="button" value="Edit"/>

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To make changes to the connection select 'Edit' against the relevant connection and a pop-up window will appear.

If you are moving a phone between Cost Centres, make that change first and then the system will present you with a list of users to pick from that cost centre. Please note that the connection name will disappear when you select any of the drop downs, as the system assumes the connection name will be changed during this process.

You will be prompted to enter an effective date for this change, and this is the date on which the bill will be split.



1	James Lister	Sales & Marketing	James Lister
2	3a Donale	Spare	Email Donale
3			

For example, if Fred has the phone from the 1st - 10th of the month and then Jenny has the phone from the 11th - 31st, the bill will be split between the two users accordingly. If Fred and Jenny have two different cost centres then the Cost Centre Management Report will have the correct allocation of costs in that period.

Note: It is only possible to back-date the date to the start of the current month as anything prior to the 1st of the month would have been previously invoiced.

PLEASE NOTE - EMAIL ADDRESS VALIDATION

Please validate any new email addresses entered into the Fleet Management section of Insight. These email addresses will be provided with billing statements and Insight access on completion of the next bill run, therefore please check carefully before updating any information.